

ABSTRAKSI

Bukan merupakan hal baru, bahwa fenomena turnover intention merupakan hal yang sangat diperhitungkan oleh semua perusahaan di berbagai bidang, banyak faktor yang menyebabkan terjadinya turnover intention dimana faktor tersebut dapat memberikan dampak positif dan negatif terhadap turnover intention.

Tujuan dari penelitian ini adalah untuk meneliti hubungan timbal balik antara atasan dan bawahan (leader member exchange) terhadap keinginan karyawan untuk keluar dari perusahaan (turnover intention) yang dimediasi oleh kepuasan kerja yang dirasakan oleh karyawan (job satisfaction) serta keadilan yang diberikan oleh perusahaan yaitu keadilan yang berupa reward (distributive justice) dan keadilan yang berupa prosedur yang ditetapkan oleh perusahaan (procedural justice)

Penelitian ini dilakukan di The Grand Darmo Suite Hotel Surabaya. Survey penelitian ini dilakukan pada 52 responden dengan jabatan staff dari berbagai divisi. Alat bantu statistik pada penelitian ini menggunakan Partial Least Square (SmartPLS 2.0 M3), serta untuk menguji mediasi menggunakan Sobel test online (quantpsy.org).

Berdasarkan hasil pengujian menunjukkan bahwa leader member exchange memiliki hubungan positif dan signifikan terhadap job satisfaction, distributive justice dan procedural justice; job satisfaction memiliki hubungan negatif namun tidak signifikan terhadap turnover intention, sedikit berbeda bahwa distributive justice memiliki hubungan negatif dan signifikan terhadap turnover intention sama halnya yang terjadi pada hubungan procedural justice terhadap turnover intention yaitu adanya hubungan negatif dan signifikan. Selanjutnya, dari hasil pengujian tersebut menunjukkan bahwa distributive justice dan procedural justice menjadi variabel mediasi antara leader member exchange dengan turnover intention, namun berbeda dengan job satisfaction tidak menjadi variabel mediasi antara leader member exchange terhadap turnover intention.

Kata Kunci : Leader Member Exchange, Turnover Intention, Job Satisfaction, Distributive Justice, Procedural Justice

ABSTRACTION

There is no a new thing, that the phenomenon of turnover intention is highly regarded by all companies in various fields, there are many factors contribute to the turnover intention in which these factors exist that give a positive and negative impact on turnover intention.

The purpose of this study was to examine the reciprocal relationship between superiors and subordinates (leader member exchange) against the wishes of the employees to leave the company (turnover intention) mediated by job satisfaction felt by employees (job satisfaction) and justice provided by the company, justice in the form of reward (distributive justice) and justice in the form of the procedures established by the company (procedural justice).

This research was conducted at The Grand Darmo Suite Hotel Surabaya. Survey research was conducted on 52 respondents to the office staff of the various divisions. Statistical tools in this study using Partial Least Square (SmartPLS 2.0 M3), as well as to test mediation using Sobel test online (quantpsy.org). Based on results indicate that the leader member exchange has a positive and significant relationship to job satisfaction, distributive justice and procedural justice; job satisfaction has a negative correlation but no significant effect on turnover intention, is slightly different that distributive justice has a significant negative relationship on turnover intention and the same was the case in relation to the turnover intention of procedural justice that is negative and significant relationship. Furthermore, the results of these tests show that the distributive justice and procedural justice into a mediating variable between the leader member exchange with turnover intention, but in contrast to job satisfaction is not a leader mediating variable between exchange members on turnover intention.

Keywords: Leader Member Exchange, Turnover Intention, Job Satisfaction, Distributive Justice, Procedural Justice